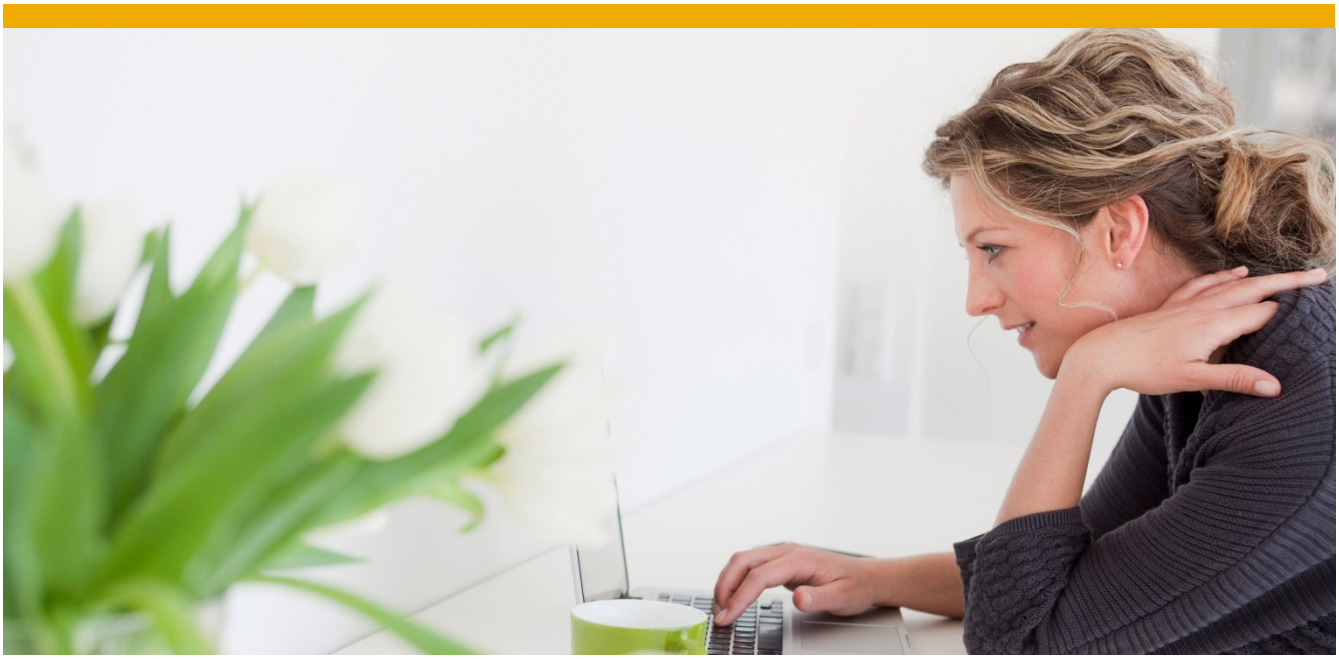

SAP Education Virtual Live Classroom (VLC)

Participant Guide

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1. INTRODUCTION

SAP Education Virtual Live Classroom (VLC) allows partners and customers to attend courses remotely, without the need to travel to SAP Education training facilities. The VLC environment allows instructors and participants to interact by the use of technology and communication tools, thus replicating the physical classroom learning experience.

The instructor and the students log in to the virtual classroom environment via computer and telephone. The virtual classroom is run via the Adobe® Connect™ web conferencing software (Adobe Connect) with integrated PGi audio conferencing services. The training systems are also accessed remotely via Windows Terminal Server (WTS).

The Virtual Live Classroom is a one to one substitution of an onsite training, i.e., a 3 day physical training course is delivered in the same duration as a 3 day Virtual Live Classroom with designated start- and end-times. The instructor and the students will use the same training content as in a physical public or customer-specific training (Instructor Show and Participant Handbook respectively).

In order to enable the instructor to support you sufficiently, it is currently SAP Education's global standard to limit the number of participants for a VLC to 15 students.

Note: If a printed manual will not be provided for Virtual Live Classrooms, each registered student will be able to download an electronic version of the course material which they can print, if desired. These materials are for the exclusive use of the registered student before, during, and after the course delivery.

2. PREREQUISITES

Before you attend a Virtual Live Classroom, please make sure that your technical environments fulfill all needed prerequisites and that you have performed the tasks which have to be completed before the training starts.

Hardware and Software Requirements at a Glance

Hardware Requirements:

- PC with 1.4 GHz processor or higher (Windows) or 1.83 GHz process or higher (Mac OS). Minimum processor required for screen sharing. You may be asked to share your screen during hands-on exercise portions of the class.
- 17 inch or larger monitor is recommended, set at 1024 X 768. Larger monitor and 1024 X 768 setting will make presentation and system screens easier to read.
- Phone with Headset/Microphone or Speakerphone feature – to maximize student listening and comfort during presentation and demonstration portion of course.

Software Requirements:

A complete list of supported Operating Systems, browsers and additional requirements for Adobe® Acrobat® Connect™ can be found at the *Adobe Homepage.*

Remote Training System Access

The details on how to access the training systems remotely, along with system requirements and prerequisites you have to fulfill in advance of class are described on the following page:

VLC Diagnostics Page

Adobe® Connect™ Access

To connect to the web conferencing tool Adobe Connect, you will have to perform a few tasks to ensure trouble-free access for the training. To ensure that you have enough time to avoid possible issues, please perform the test and ensure that your technical environments fulfill the prerequisites at least two days prior to the training.

First run this *connection test.*

After you have clicked the link, you will see a diagnostic test window:

This test will ensure your computer and network connections are properly configured to provide you with the best possible Adobe Connect meeting experience. The diagnostic test checks for the following:

- Supported version of Flash Player
- Clear connection to Adobe® Acrobat® Connect™
- Bandwidth availability
- Latest Adobe® Connect™ Add-in (if it is not installed yet, please confirm the installation now)

Further Prerequisites

- **Location**: Please get a quiet room for yourself
- **Headset**: A telephone headset is strongly recommended

  Note: If a wireless headset is used, PGi recommends models that include a noise cancelling microphone (the single most important feature to reduce ambient noise), a microphone that extends to mouth, a covered earpiece as well as adjustable volume control.
- **Mobile**: Please turn off your mobile, Blackberry to avoid disturbing background noises
- **Network Connection**: We do not recommend using your Wireless-LAN connection as the latency would probably be too high and the connection sometimes breaks down. A wired ADSL connection is mandatory for VLC instructors.
- **Browser**: Microsoft Internet Explorer 8, 9, or 10; Mozilla Firefox, Google Chrome

3. HOW DO I USE ADOBE® CONNECT™?

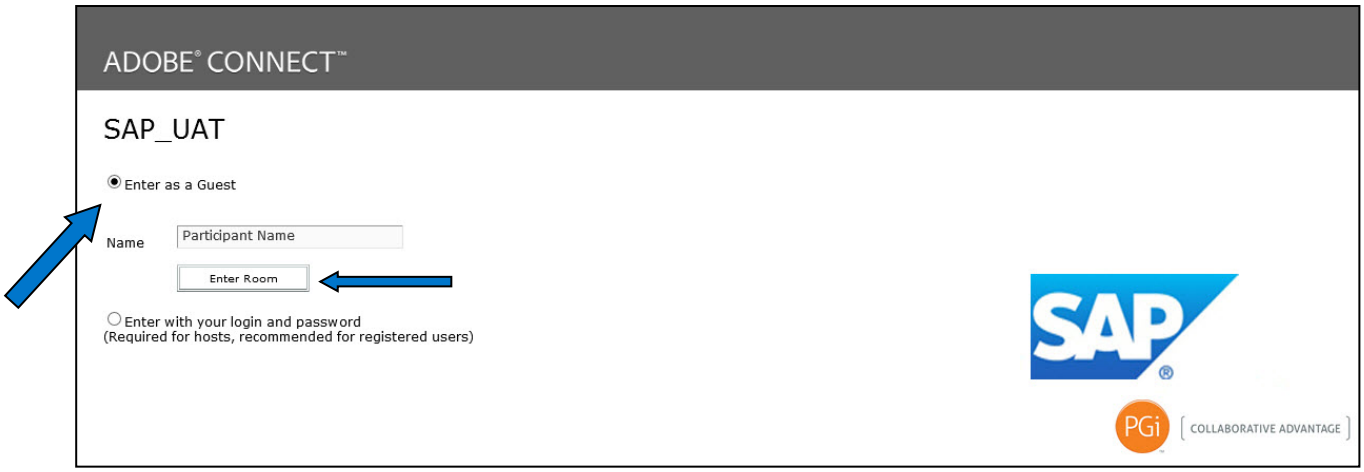
What is Adobe® Connect™?

Adobe® Acrobat® Connect™ is the virtual meeting room solution used for Virtual Live Classrooms delivery along with integrated PGi audio conferencing services.

How do I log in to the VLC meeting room?

You will receive an invitation from SAP Education containing a hyperlink to open the session for the virtual class. Click the hyperlink to open the Adobe® Acrobat® Connect™ Portal.

Select *Enter as a Guest* → Type in your name and select *Enter Room*.

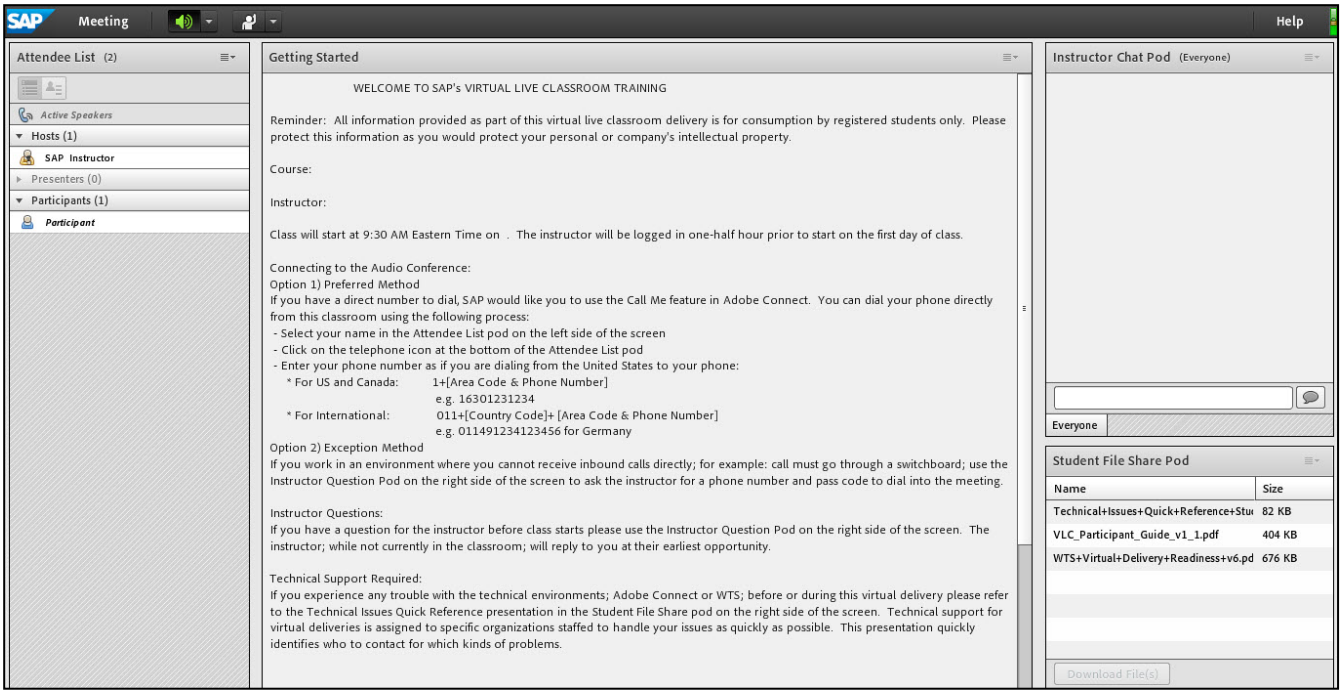


Click the link to view the SAP Education End User Agreement. Click *OK* to accept the Terms and Conditions.

Tip: For each Virtual Live Classroom day we recommend you log in at least 10 minutes before the start of the VLC in order to have sufficient time to connect to the audio conference.

Note: We recommend that you connect to the VLC meeting room for the first time directly after you have received the invitation and fulfilled all technical prerequisites for the class. By doing that you confirm that the connection to the meeting room works properly. Additionally you will find a *Getting Started Note* with up-to-date information about your training. In the *Student File Share Pod,* SAP Education may provide additional material for the participants of a VLC that you should download before the training starts.

Note: You will not be able to connect to audio using the steps below until the day or class and after your instructor has started the audio conference. If required for accessibility reasons, please contact your SAP training office or account manager in advance to receive assistance.



How do I join the audio conference?

When you have logged into the Adobe® Acrobat® Connect™ VLC room, and the instructor has started the audio conference you will see a *Join Audio Conference* dialog box appear.

Please enter your telephone number here and click *Join*.

Enter your telephone number the following way:

- For International: 011-[+Country Code]-[Area Code+Phone Number]
  e.g. 011-49-xxxxxxxxx for Germany]
- For US and Canada: 1-[Area Code+Phone Number]

Note: If you experience any problems joining the conference call, your instructor will support you via chat after joining the web portion of the VLC course.

If you cannot reach the instructor to support your sign in, please contact the Global PGi Support Hotline for SAP Education as described in the Support Model section at the end of this guide.

All audio conference attendees can make use of some functions via the telephone:

- Mute/ Unmute locally: You can mute/ unmute your phone individually by pressing *6 on your phone
- Increase conference volume: Press *4
- Decrease conference volume: Press *7
- Increase your voice volume: Press *5
- Decrease your voice volume: Press *8

Note: If feedback noise is being generated from any participant line, the instructor, to preserve a viable learning environment, reserves the right to place those lines on mute for as long as necessary.

Use of VoIP Audio

Please note that SAP Education does not recommend or support the use of Voice over IP (VoIP) at this time due to the unpredictable, sometimes inferior and inconsistent audio quality that is associated with VoIP. Instead please follow the steps that follow to connect to the PGi integrated audio solution.

A first impression of Adobe® Connect™

The following screenshot provides a first impression of the Virtual Live Classroom layout and its major features:

1. Share Pod — The Share pod is the window where the instructor will show the training content (e.g., presentations and system demonstrations). With the Full screen button, you can display the Share pod in full screen mode.

2. Instructor Chat Pod — Use this chat pod to send messages to the instructor.

3. Camera Pod — In the camera pod, the instructor can display a live video broadcast.

4. Attendee List Pod — From the Attendee List pod, you can quickly see who is logged in to a meeting. With the My Status dropdown list, you can manage your My Status icons.

5. Student File Share Pod — From the Student File Share Pod you can download material provided by the instructor for the participants.

6. Chat Pod	Using a Chat pod to send or receive a chat message, attendees can communicate with other attendees while a meeting is in progress. The chat is an important tool to address questions to the instructor, host or other attendees.

How Can I Ask a Question?

You have several ways to ask a question during the Virtual Live Classroom

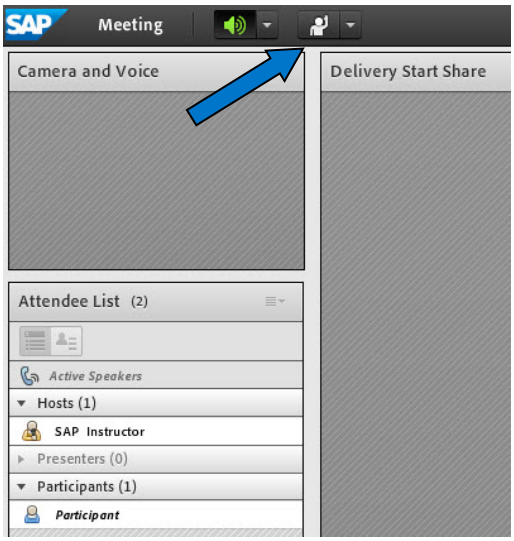
- Unmute your phone and ask the question directly
- Set your status to “Raise Hand” via the *My Status* icons
- Address the question via a chat

Note: At the beginning of the training, your instructor will set the ground rules for the preferred way of question handling and explain the details to you.

How Can I Use the My Status Icons?

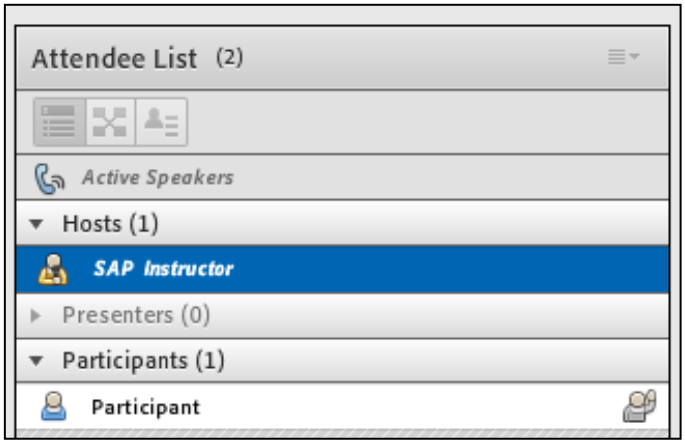
You find the *My Status Icons* along the top toolbar. They are an easy way to express a short statement about your actual status (which is displayed right to your attendee icon).

- Click My Status:



- In the dropdown list, you can select between the following status icons:

- The new status is displayed at the right hand side of your attendee icon:



How Do I Use the Chat Pods?

Using a Chat pod to send or receive a chat message, you can communicate with other attendees while a meeting is in progress. If you have a question and do not want to disturb the meeting flow, you can send a chat message to the instructor or to another meeting participant.

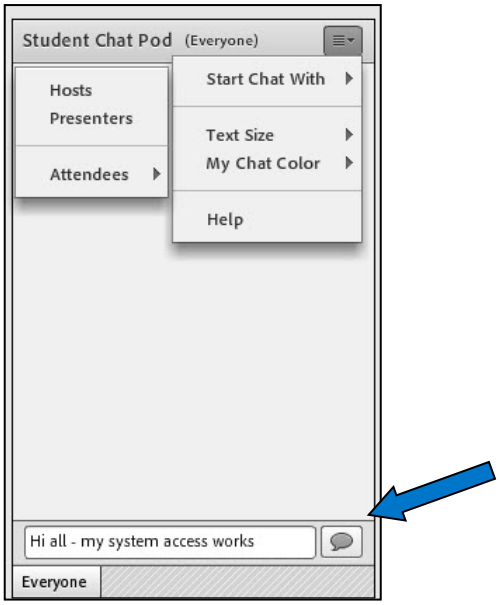
- In the Adobe® Acrobat® Connect™ layouts created for Virtual Live Classroom delivery, you will usually find two different types of chat pods:

Instructor Question Pod:

- If you want to send a question or note to the instructor, please use the *Instructor Question Pod*. Type the desired message in the white box at the bottom of the pod and click the *Send* button to send the message.

Student Chat Pod:

If you want to chat with the other participants, you can use the *Student Chat Pod*. The Student Chat Pod offers the option to send chat messages to hosts, presenters, individual participants or everyone:

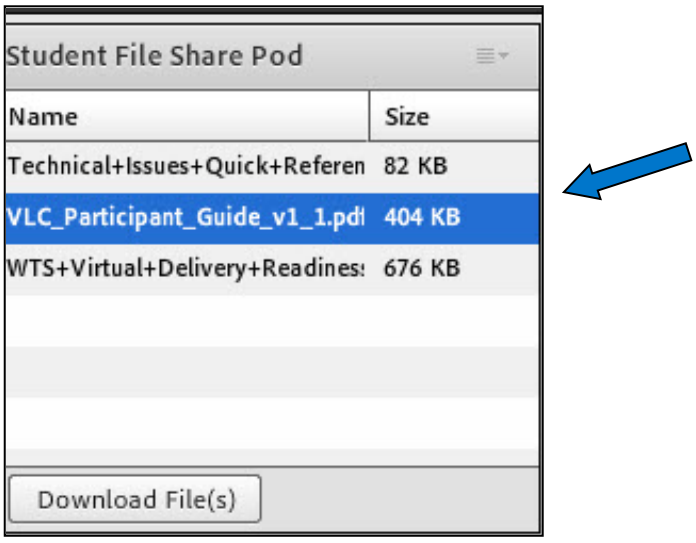


How Can I Download Material from the File Share?

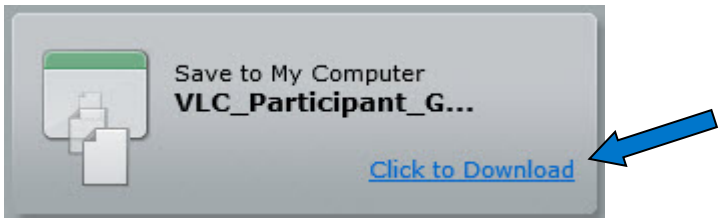
The instructor has the option of providing training materials as a download for you via Adobe® Connect™. Usually the instructor will use the *Student File Share Pod* which you will find on most of the layouts in your VLC room.

To download material from the *Student File Share Pod:*

- Please select the material and click *Download File(s):*



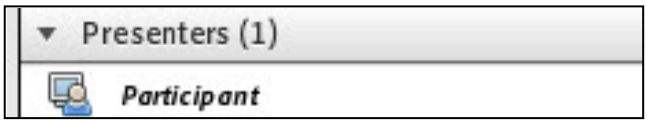
Click the *Click to Download* link and select a document location to save to.



How Can I Share my Desktop?

In some cases you as an attendee are required to share your desktop with the audience, for example if you discover a problem that you would like to demonstrate, or if the instructor asks you to perform an action in a live training system.

The instructor will give you the presenter role. You will notice your name move to the Presenters section on the Attendees List, and the Presenter icon will also appear beside your name.



Then you will see the following menu in the Share pod. Select *My Computer Screen...* to share your desktop.

Note: If you did not install the Adobe® Connect™ Add-in during the connection test before the training, you will be asked to do this now and then you will have to log in to the VLC again.

4. BEST PRACTICES

Here are some tips and tricks for you as an attendee, which will help you to maximize your virtual classroom learning experience:

Fulfill the technical prerequisites at least 3-4 days before the VLC

- Fulfill all documented prerequisites for the VLC (Adobe® Connect™ and Training System Access) with sufficient time. Solving technical issues during the VLC will consume valuable training time.
- Log in to the meeting room after you have fulfilled the prerequisites 2-3 business days before VLC start to check that the connection to the VLC room works properly and to get up-to-date information and documents for the course.

Plan for the VLC as if you were taking part in an onsite class

- Block the VLC time in your business calendar (including the exercise time).
- Get a quiet (meeting) room for yourself.
- Turn off your email program and mobile devices during the VLC.
- Focus completely on the VLC during the class – don't try to do parallel work.

Prepare paper and pencil

- Have something to write on near your working place to enable you take notes quickly.

Log in to the VLC with sufficient time

- Log in 10 minutes prior the official start time - this will give you the time to dial-in, ask minor questions and to get sufficient support if required.

Be interactive during the VLC

- Interaction from the audience is a major building block for each live training and in a virtual environment it is even more important.
- Make use of the interactive offering of your instructor and Adobe® Connect™.
- Use the chat to post questions to the host or instructor.
- Use the *My Status Icons* – they offer the possibility to give immediate feedback and to provide a short message on your status like "Stepped away".

5. SUPPORT MODEL

Usually your VLC Instructor will support you regarding all questions and issues you might have regarding Adobe® Connect™ or the PGi audio conferencing services.

PGi takes over full responsibility for customer support with regards to all aspects of the audio- and web conferencing services. If any problems with either of these two components occur during the VLC training course, you should notify the instructor and contact the dedicated SAP Education PGi support through the following options:

- Pressing *0 from within the audio-conferencing
- Calling the support hotline numbers below
- Email the PGi support hotline below

Global PGi Support Hotline for SAP Education (24/7)

Tel: +1 800-368-1945

Tel: +1 719-234-7915

Email: *Sapedusupport@pgi.com* *Note*: Currently PGi offers English language support only.

6. END USER AGREEMENT FOR AUDIO- AND WEB CONFERENCING SERVICES

Proprietary Information and Non-Disclosure

The Customer acknowledges that during the SAP virtual live classroom training, he/she may obtain information relating to the business, the Services and to SAP that is of a confidential and proprietary nature ("Proprietary Information"). Such Proprietary Information may include, but is not limited to, trade secrets, know-how, inventions, techniques, processes, computer programs, schematics, data, the Customer lists, financial information and sales and marketing plans. Without limiting the foregoing, this Agreement referenced herein shall be considered Proprietary Information of SAP. The Customer shall at all times, during the term of this Agreement and thereafter, keep in trust and confidence all Proprietary Information and shall not use such Proprietary Information nor shall the Customer disclose any of such Proprietary Information to any person without SAP prior written consent. The Customer acknowledges that any such Proprietary Information received by the Customer shall be received as a fiduciary of SAP.

Intellectual Property

Virtual live classroom training courses provided by SAP and the Audio/Web conferencing tools used for this purpose and all associated intellectual and proprietary rights, as well as all training documentation handed out during the virtual live classroom training course are the sole property of SAP and its Suppliers.

The Customer Compliance and Indemnification

The Customer is responsible: (i) for any and all activities that may occur under The Customer's account and (ii) to maintain the confidentiality and security of its Services' access numbers, keys and passcodes. The Customer agrees to notify SAP immediately if there has been an unauthorized use of any audio-conferencing access numbers, keys and passcodes or any other breach of security and The Customer shall be liable for fraudulent charges until such time when The Customer has notified SAP to suspend any compromised access numbers, keys and/or passcodes. The Customer acknowledges that SAP or its Suppliers may from time to time monitor bridge activity relating to the Services for quality assurance and fraud detection. Further, and notwithstanding confidentiality provisions herein, SAP may disclose information about The Customer's use of Services to satisfy any law, regulation, government agency request, court order, subpoena or other legal process.

The Customer shall indemnify, defend and hold SAP, its officers, directors, employees, affiliates and its suppliers harmless from any claims, losses, damages, penalties or costs (including without limitation reasonable attorneys' or expert witness fees) arising out of the Customer's (or any person or entity accessing the Services through the Customer or the Customer's account; or (ii) infringement of any intellectual property rights of any third party. The obligations contained in this paragraph shall survive any termination or suspension of the Services contemplated herein, the expiration or termination of this Agreement, and shall also survive final payment.

Schedule of Terms of Use for Internet Services/Web Conferencing

User Conduct. The Customer agrees not to:

(1) use the Services in connection with chain letters, junk mail, surveys, contests, pyramid schemes, spamming or any duplicative or unsolicited messages, or any use of distribution lists to any person who has not given specific permission to be included in such a process (commercial or otherwise);

(2) harvest or otherwise collect information about others, including e-mail addresses, without their consent;

(3) use, download or otherwise copy SAP training materials, or provide (whether or not for a fee) to a person or entity that is not a user of the Services directory of other users or usage information or any portion thereof other than in the context of the Customer's use of the Services;

(4) knowingly interfere with or disrupt networks connected to the Services or violate the regulations, policies or procedures of such networks;

(5) attempt to gain unauthorized access to the Services, other accounts, computer systems or networks connected to the Services, through password mining or any other means; or

(6) use the Services for illegal purposes (including without limitation, gambling or betting).

SAP or its suppliers may, at their discretion and upon reasonable belief, take any reasonable action they deem necessary, if the Customer's conduct fails to conform to these Terms of Service or may create liability for SAP or its Suppliers.

Schedule of Terms of Use for Adobe Services

SAP is a fulfillment agent for Adobe Services and any and all use and provision of all Adobe Services, in addition to being subject to the terms and conditions of this Agreement, is expressly conditioned upon the Customer's acceptance of the terms of the applicable end user license agreement and/or the then-current Adobe Terms of Use agreement for the services, as applicable ("EULA") and all other terms for use of the Adobe Services as set forth in a Schedule/Quotation/Order for Adobe Services attached to this Agreement. Without limiting the foregoing, the Customer acknowledges and agrees that he/she is solely responsible for reviewing and complying with the applicable EULA and for ensuring that all individuals accessing or using the Adobe Services and any affiliated hosted applications comply with the Attendee Terms of Use, each of which is available at *http://www.adobe.com/products/eulas/.*

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